



Military Health Systems (MHS) Human Capital Best Practices

- X Army**
- ☐ Navy
- ☐ Air Force
- ☐ PHS
- ☐ VA

Best Practice Title: Civilian Life Long Learning

Purpose of this document: Best practices related to human capital and health care are being identified in the services. When an effective practice is identified, the MHS Human Capital Office or one of it's affiliated tri-service working groups will interview Points of Contact familiar with the best practice and create an executive summary so other services can see, at a glance, practices that may be beneficial to them. The MHS Human Capital Office will make these best practices available to all services, to recognize hard work and innovation and help the other military services benefit from it.

If you know of an innovative or best practice in your organization that you would like to see highlighted and recognized, please contact:

Jennifer Anderson, MHS Office of Human Capital

Best Practice: Civilian Life Long Learning Program

☐ Basic
☒ Advanced

☐ Military
☒ Civilian

Executive Summary

Description/Summary: Training/educational courses for Army civilians were centralized into one system and catalogued. Vision is to make this a joint system so it's not just for the Army. (For more information see the Civilian Lifelong Learning Program Brochure)

Reason the Practice was implemented:

Training/educational courses were found through various channels instead of being located in one place for learners to easily find. This program also shows military personnel how to qualify for different civilian jobs when they are out of the military.

Challenges:

There were several challenges: 1) Didn't want to set up set up expectations that employees who took the classes would get promoted; touted the system as one that would help employees become a better employee through improving their skills. 2) Didn't know which classes were most needed. Did a survey across AMEDD and learned 325/545 wanted training in customer service; also identified 4 other categories of potential classes. 3) Requires Defense Knowledge Online login but the Army can sponsor non-army individuals to enter the site.

Outcome:

Outcome TBD. System has been in place since October 2009 and is still being piloted as of Feb. 2010

Stakeholders:



Champions included 2*
Commanding General and Medical
Corp Chief who desired to meet
reqs of 2006 QDR, order #5. 7
others volunteered to do the work
(HR, education & training,
acquisitions, IT)



Resources Needed:

Hard to estimate



**For additional questions or to
suggest a best practice, please
email the MHS Office of Human
Capital:**

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